

CASE STUDY | BFSI

A leading International bank in the UAE provides intelligent self-service



Challenge

The client is a leading International bank in the UAE and is considered as one of the fastest growing banks in the region. The bank faced the following challenges:

- The existing legacy solution was outdated and no longer supported
- The self-service application had to integrated with a lot of back-end systems
- Intelligent call routing mechanism

Solution

Servion designed and developed a DTMF-based

intelligent self-service application. The application included welcome announcement and promotional messages, multi-lingual support, caller identification and card activation using one-time password

Results

- The intelligent self-service application offered personalized service and reduced annoying and time-consuming transfers and re-routes
- By providing SMS messaging system, a new addition to their contact center, the bank effectively controlled and managed their outbound communication
- Shorter wait times and improved communications

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